

# Audience

**NZBA Multi Bank vulnerable customer forum 25<sup>th</sup> Jan-** Provide an update to the NZBA vulnerable customer working Group on New Start which is an Extra Care initiative that fits under a bigger umbrella called 'Banking for all' (provides banking services to marginalised people in community).

NZBA Vulnerable customer forum includes GM1 representees from each of the banks. Regan Yarrow represents WNZL.

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# Banking for all

Louisa Brock, Lead Extra Care Programme

25<sup>th</sup> January 2022

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# Impact



## Prisoner testimony

*(consent provided and voice altered to protect identity)*

*A bank account is like a passport to the economy.  
Without one it's hard to get a job, pay the rent, receive  
a benefit or do many of the other things we take for  
granted in our lives*

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# In practice

*“The process has been made so easy and it can all be done before a prisoner is released, they simply need to fill out the paperwork, see the onsite Justice of the Peace to get their ID verified, then we send it all off to Westpac. When their account is opened, the individual receives a welcome pack with all the information they need about their new account. Their debit card is sent to the prison, and we keep it in their property.” Tracey, Corrections Case Manager*

## Identify



Prisoner expresses a need for bank account and has 6 months until parole hearing.

## Korero and approval



Begin process for ID and acct opening request sent to Westpac for approval.

## Send documents



Westpac require valid ID and PIP doc used as proof of address. ID and account opening forms sent to Westpac.

## Account opened



Westpac team opens account and sends new account, card and pin to the prison.

## Released with Bank Account



Westpac deliver money skills and follow up call to check in that everything is working.

# Is everyone eligible?

## What about prisoners who have criminal records that involve bank robbery or fraud?

While Westpac has been involved in solving the issue of prisoners obtaining suitable ID documentation, this does not come with an **automatic obligation on Westpac** to open accounts for these individuals if we would not ordinarily do so.

For example, this would **mean we would not accept someone with a history of money laundering or who we have exited for violent/aggressive behaviour.**

243 Applications

60 Accounts opened\*

7 Sites were in pilot

10 remaining sites launched initiative in December 2021

*\*Lag between applications and accounts opened/declined is the processing of required documentation by Corrections with the backlog due to Covid-19*

# Thank you, any questions?

*Ki te whaiao, ki Te Ao Mārama. Tihei Mauriora.* To the light of dawn, to the World of Light. The breath—the determination of life. This whakataukī (proverb) speaks to a world constantly emerging from darkness to light.



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